



MILWAUKEE COUNTY
Behavioral
Health
Division

myAvatar™

Tips and Tricks



Children's Mobile Crisis - Use the following guideline to admit, document progress, discharge, and update client contacts in Avatar.

Step 1 - Admit the Client Use when there is not an open Crisis episode. If an open Crisis Episode exists, skip to Documentation in Crisis Progress Note (Step 2).

Log into Avatar. From your Home View:

1. Navigate to the Search Forms box and enter Admission.
2. Select the Admission Form from the list and double-click on the form name.

1. Enter the Last Name, First Name, and Sex of the client.
2. Click Search.
3. If no matches are found, click Ok and New Client. Select Yes to auto assign next ID Number.

Note- If the appropriate client is listed in the search box (already a client of BHD) click 'Select' in Search Results box. In the episode pre-display, click Add. **Note- If Crisis is listed under the Program column, and there is no Discharge Date, this client is already admitted into a Crisis episode and there is no need to complete the admission form. Click Cancel.**

Episode	Admit Date	Discharge Date	Program
1	04/12/2018		438 Adult Acute Unit

Buttons: Add, Edit, Cancel

When the Admission Form opens, enter the appropriate information in the red 'required' fields.

1. Name, episode number, and sex will default from the previous New Client window.
2. Enter the client's birth date. This is not required, but helpful.
3. Enter the Admission Date or click *T* for today.
4. Enter the Admission Time or click *Current* for current time.
5. For the Program, select Crisis (6071) from the drop-down list.
6. Select the Type of Admission from the drop-down list.
7. Click *Submit*.



TIP

To Save this form as a favorite, click the star/paper icon under the Submit button.

Step 2- Complete Documentation in the Crisis Progress Note

From the Home View:

1. Select the client from the Recent Clients widget, or search for the client in the Search Clients box.
2. Enter Crisis Progress in the Search Forms box.
3. Select Crisis Progress Note from the list and double-click to select the form.

Name	Menu Path
Crisis Progress Note	Avatar CWS / Progress Notes

The Crisis Progress Note Form opens in Draft status. Complete the form as appropriate, making sure all red required fields are completed.

1. Select Client- The client's name defaults in this section. Note- if you are returning to the form to complete a previously submitted draft note, select the draft note to edit from the drop-down list.
2. Select the appropriate episode of care (i.e., the open Crisis Episode).
3. Progress Note For- select New Service.
4. Note Type- choose Crisis Mobile Team from the drop-down list.
5. Enter your documentation in the Notes Field (copy/paste from youth's Synthesis Progress Note or Narrative of the Face to Face).

The screenshot shows the top portion of the 'Crisis Progress Note' form. A green header bar contains the title. Below it, a sidebar on the left has a 'Submit' button and icons for undo, redo, and search. The main form area has several sections: 'Select Client' with a text field containing 'TRAININGCLIENT, ONE (8168911)' and a red box with a '1' callout; 'Select Episode' with a dropdown menu and a red box with a '2' callout; 'Progress Note For' with radio buttons for 'Existing Service', 'Existing Appointment', 'Independent Note', and 'New Service' (which is selected), with a red box and '3' callout; 'Note Type' with a dropdown menu set to 'Crisis Mobile Team' and a red box with a '4' callout; and 'Notes Field' with a large text area containing placeholder text and a red box with a '5' callout.

6. Response Plan- enter the response plan (brief summary of what the outcome is; indicates next steps that are going to take place in the near future).
7. Practitioner- your name should be the default.
8. Enter the Date of Service or select **T** for today, **Y** for yesterday.
9. Service Charge Code- enter 'Non' and select **Non Covered Service** from the list.
10. Total Practitioner Time- enter the total amount of time spent with the client.
11. Location and Service Program default to 'Other Place of Service' and 'Children's Mobile Crisis'.
12. The note defaults to draft status. If you are able to complete all the required fields and ready to file the note, select **Final**. If you need to save the note and complete it at a later time/date, leave the note as Draft.
13. Select 'File Note'.

The screenshot shows the bottom portion of the 'Crisis Progress Note' form. The 'Response Plan' section at the top has a text area with a red box and a '6' callout. Below it, the 'Practitioner' section has a text field with 'MORRIS, SUSANNE (010884)' and a red box with a '7' callout. The 'Co-Practitioner' section has a text field and a red box with an '8' callout. The 'Date Of Service' section has a date field set to '03/14/2019' and radio buttons for 'T' and 'Y', with a red box and a '9' callout. The 'Service Charge Code' section has a dropdown menu set to 'Non Covered Service (NMS001)' and a red box with a '10' callout. The 'Total Practitioner Time' section has a text field set to '30' and a red box with a '11' callout. The 'Location' and 'Service Program' sections have dropdown menus set to 'Other Place of Service' and 'Childrens Mobile Crisis' respectively, with a red box and a '12' callout. At the bottom, the 'Draft/Final' section has radio buttons for 'Draft' and 'Final' (which is selected), with a red box and a '13' callout. The 'File Note' button is also visible.

The screenshot shows a text editor window titled 'myAvatar 2018 - Text Editor'. It contains an example response plan text: 'Youth will be returning home with safety and supervision plan in place via parent/guardian. Youth to continue to participate in Wraparound services moving forward.' Or, if the youth is going to be admitted, something more along the lines of 'Youth to be seen at PCS and evaluated to determine need for hospitalization' or 'Hospital Social Worker to work with family to arrange for transition to a private hospital for additional psychiatric evaluation'. Below the text is a red box with the text 'Example Response Plan'. At the bottom are 'Revert', 'Save', and 'Cancel' buttons. A red arrow points from the 'TIP' text to the pencil icon in the text editor's toolbar.

You are presented with a TIFF image of the note. Use the arrows at the top of the screen to page forward as needed. Verify that all information is correct. If you need to return to the form to make a correction, click Reject. If the note is complete, click Accept.

Enter your password and click OK.

Click OK.

Click the red X to close the form.

Step 3- Discharge the Client from the Crisis Episode.

****The Discharge Form should be completed as soon as the Crisis Progress Note is completed. If you did not open a Crisis Episode, you do not need to complete the Discharge Form****

From the Home View:

1. Select the client from the Recent Clients widget.
2. Enter Discharge in the Search Forms box.
3. Double-click to select the Discharge Form.

Name	Menu Path
Pre Admit Discharge	Avatar PM / Client Management / Episode Management
Discharge	Avatar PM / Client Management / Episode Management
Crisis Discharge Summary Report (OLD)	Avatar PM / Client Management / Episode Management
Crisis Discharge Alert	Avatar PM / Client Management / Episode Management

In the pre-display, double-click on the episode (admission) you just opened.

Discharge			
Name: ONE TRAININGCLIENT			
ID: 8168911			
Sex: Female			
Date of Birth: 03/01/2002			
Episode	Program	Start	End
2	Crisis	03/14/2019	
1	538 Acute CAIS	03/13/2019	

The Discharge Form opens. Complete the form as appropriate, making sure all red required fields are completed.

1. Episode Number- the previously chosen episode defaults.
2. Date of Discharge- enter the date of discharge or click **T** for today.
3. Discharge Time- enter the time of discharge or click **Current** for current time.
4. Discharge Practitioner- enter the discharging practitioner's name.
5. Type of Discharge- choose the appropriate option from the drop-down list.
6. Add any additional notes or discharge instructions as appropriate.
7. Click Submit.

The screenshot shows the 'Discharge' form interface. On the left is a sidebar with 'Discharge' and 'Demographics' sections, and a 'Submit' button at the bottom. The main form area contains the following fields and elements:

- Episode Number:** A text field with the value '2' (callout 1).
- Date Of Discharge:** A date picker showing '03/14/2019' and a 'T' button for today (callout 2).
- Discharge Day Of Week:** A dropdown menu showing 'THURSDAY'.
- Length Of Stay:** A text field with the value '1'.
- Discharge Time:** A time picker showing '03:19 PM' and a 'Current' button (callout 3).
- Discharge Practitioner:** A text field showing 'SUSANNE MORRIS (010884)' (callout 4).
- Type Of Discharge:** A dropdown menu showing 'Completed Service' (callout 5).
- Date Of Death:** An empty date field.
- Accompanied By:** An empty text field.
- Reason For Death:** A dropdown menu.
- Discharge Remarks/Comments:** A large text area with the placeholder text 'Additional comments.' (callout 6).
- Hospital Discharge Instructions:** A text area at the bottom.

A red warning message is displayed: '**Please verify the episode you are closing before submitting the form**'. The 'Submit' button in the sidebar is highlighted with a red circle and the number 7.

Step 4- Update BHD Client Contacts Form (see separate tip sheet for instructions).